



Mountain Home VA Medical Center

United Tennessee Veterans Association

JUNE 3, 2014

Facility Snapshot

- Greater than 2,000 Employees
- More than 30% employees are Veterans
- 179 Mental Health Employees
- FY13 Budget \$374M
- 1,200 + Volunteers

Chapel



Carnegie Library



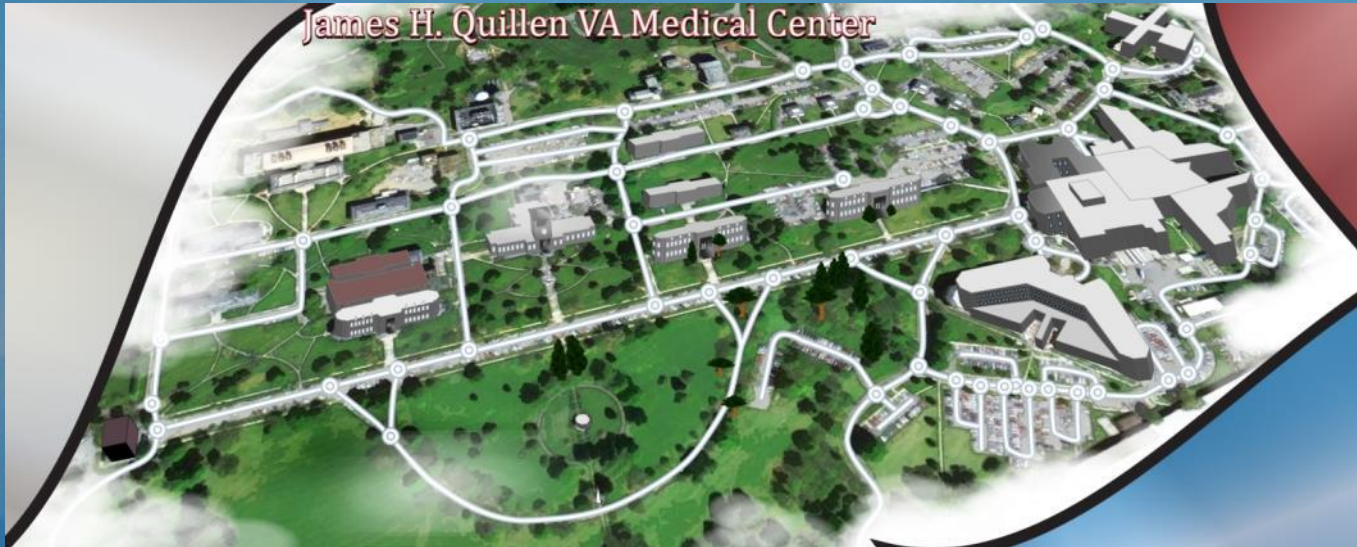
Theater



Community Living Center



James H. Quillen VA Medical Center



ER Entrance



Grounds



Gazebo



Clock Tower



Domiciliary

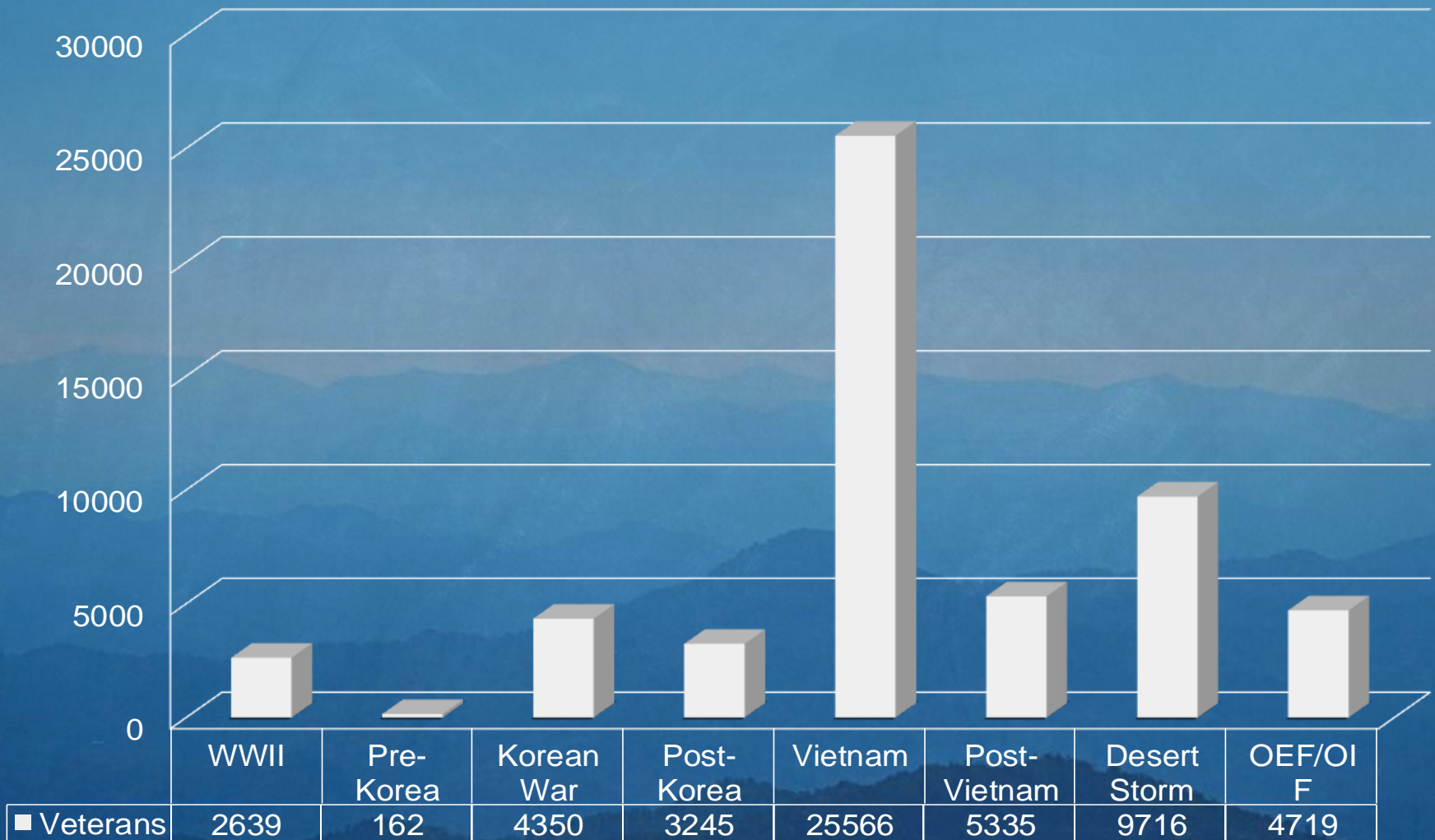


Our Workload

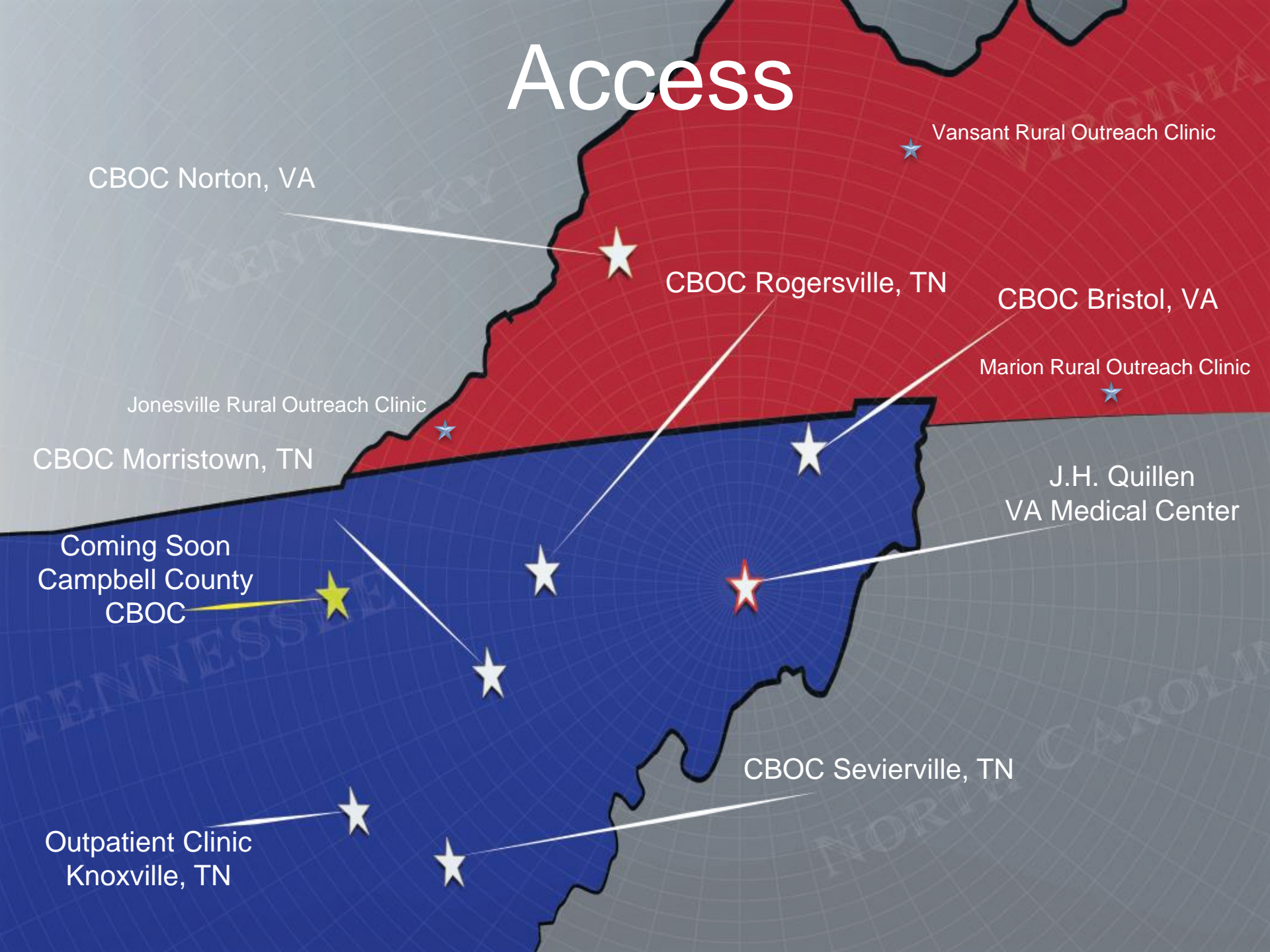
- Treating 55,000 Veterans
- FY13- 600,000+ Outpatient Visits
- 5,517 Hospital inpatients treated
- 7,000 Surgery procedures (both in and outpatient)
- 105,766 Mental Health Face-to-face encounters
- 353 Community Living Center Veterans treated

Who We Serve

FY 2013 – Approximately 55,000 Veterans



Access



CBOC Norton, VA

Vansant Rural Outreach Clinic

CBOC Rogersville, TN

CBOC Bristol, VA

Marion Rural Outreach Clinic

Jonesville Rural Outreach Clinic

CBOC Morristown, TN

Coming Soon
Campbell County
CBOC

J.H. Quillen
VA Medical Center

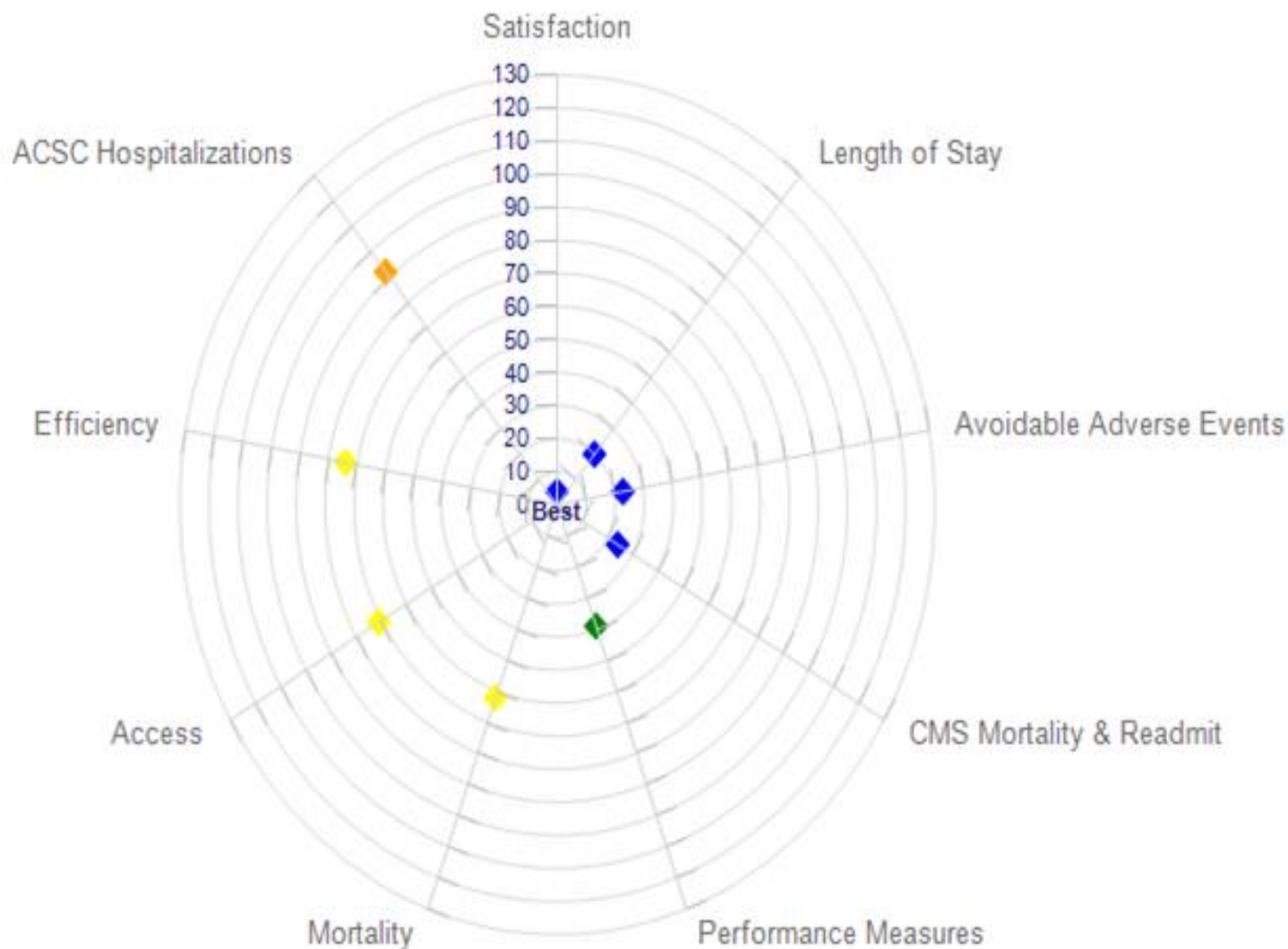
CBOC Sevierville, TN

Outpatient Clinic
Knoxville, TN

Award Winning Care

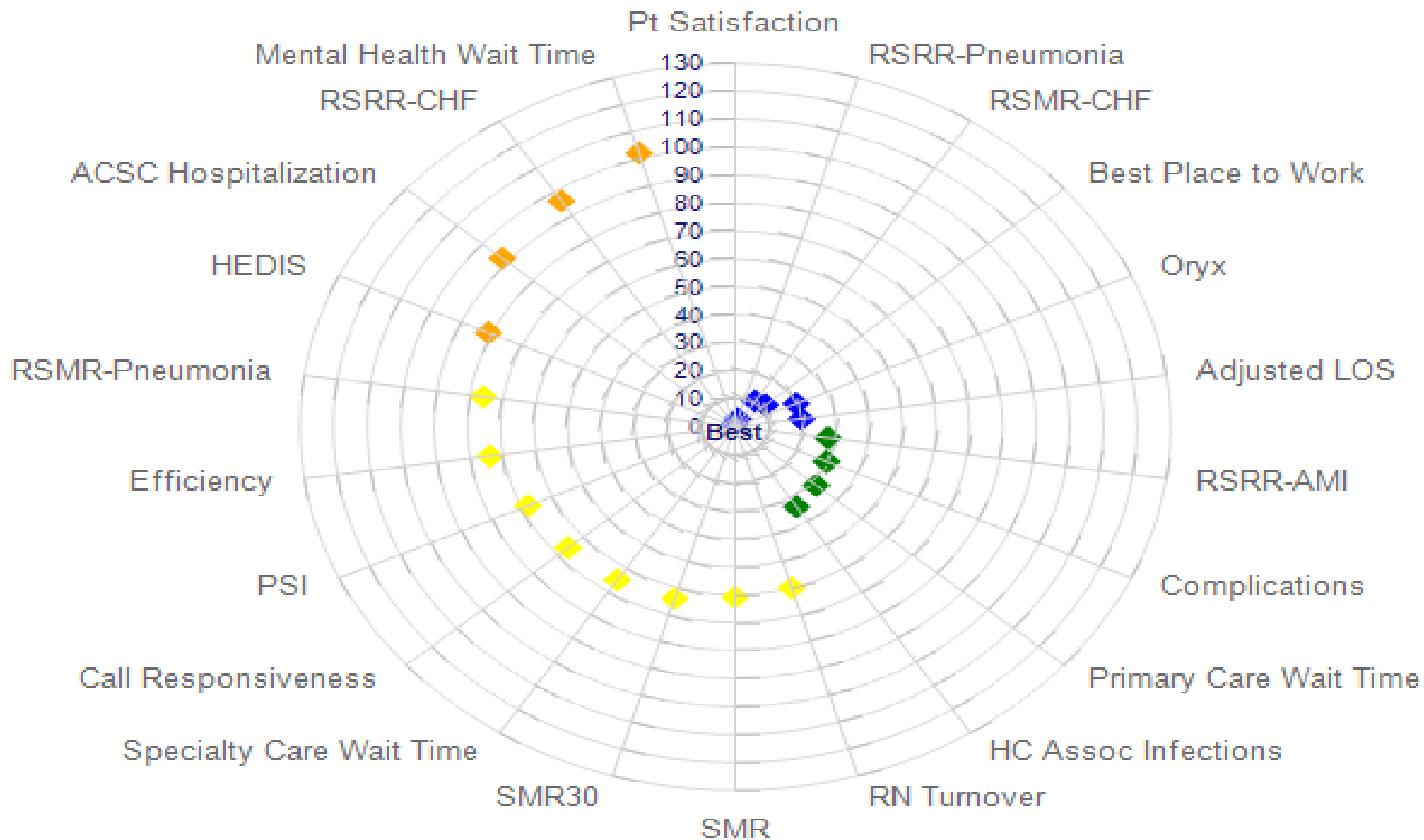
- Secretary of VA Carey Performance Excellence Trophy Award
- TN Center for Performance Excellence-Achievement Award
- Joint Commission “Top Performer on Key Quality Measures”
 - Heart Attack
 - Heart Failure
 - Pneumonia
 - Surgical Care

Mountain Home VAMC - 5-Star in Quality (FY2014Q1) (Domain)



Marker color: Blue - 1st quintile; Green - 2nd; Yellow - 3rd; Orange - 4th; Red - 5th quintile.

Mountain Home VAMC - 5-Star in Quality (FY2014Q1) (Metric)



Marker color: Blue - 1st quintile; Green - 2nd; Yellow - 3rd; Orange - 4th; Red - 5th quintile.

Patient Safety

- **Infection Control Results- OUTSTANDING**
- **Ventilator-Associated Pneumonia—ZERO for past 3 years!**
- **Central Line Associated Bloodstream Infections (CLAB)**
— improvements implemented by a team at beginning of FY13 resulting in ZERO CLABs in FY13 and none in FY14 year to date.

Improved Services

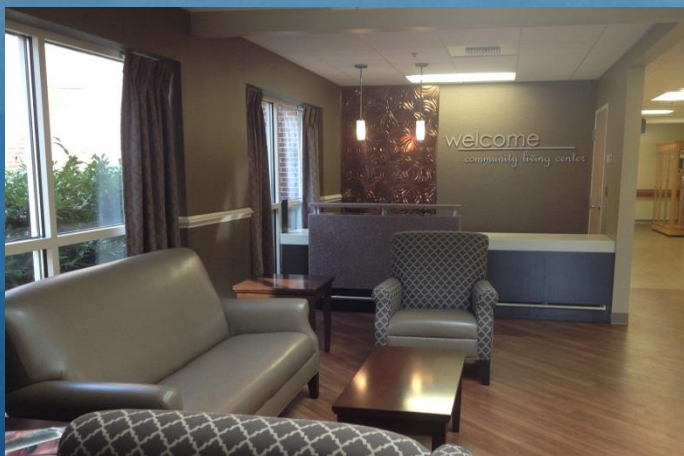
- Patient Privacy - remodel all wards for privacy and comfort.
- Community Living Center (CLC) - remodeled for cultural awareness.
- Patient Valet Parking - average 350 patient cars per day.
- Primary Care PACT Teams- your own health care provider, RN, LPN, clerk and others to address your concerns (54 Teams total)



Valet Parking



PACT



CLC



Private Rooms

Upcoming Projects

- Campbell County Community Based Outpatient Clinic Opening - June 16, 2014
- Parking garage (Design 2014; Construction 2015/16)
- Hematology/Oncology Clinic - expanded space in 2014
- ICU moves to new location - Ward CG for increased beds and technology (Design FY15; Construction FY16)
- Expansion of Emergency Department - improve patient flow, add beds, and improve waiting area (Design FY14; renovate in phases while expansion going on)
- Expansion of Sevierville CBOC to include additional PACT team and Home Based Primary Care (HBPC)

Campbell County Community Based Outpatient Clinic LaFollette, Tennessee



Parking Garage

(Artist rendering of proposed garage)



Hematology/Oncology



Intensive Care Unit



Emergency Department



Sevierville Community Based Outpatient Clinic



East Tennessee State University College of Medicine and Pharmacy-Community Partners

- Medical Trainees: 350
- Pharmacy Trainees: 110
- Associated Health Trainees: 460



Electronic Wait List (EWL)

Site Visits (Mtn. Home-May 14; Knoxville-May 14) related to:

- 1) No issues of integrity
- 2) Some definition interpretations:
 - EWL
 - *Create date vs. desired date*

Electronic Wait List (EWL)

3) Mountain Home has financial resources to meet existing need.

- Problems with space
- Problems with recruitment of some specialists
- Grade structure does not meet complexity level
- Waiting list of patients to transfer to some outpatient clinics.


Electronic Wait List (EWL)

4) Current Action

- Reviewing EWL (new patients) and Exceptions List (existing patients with future appointments)
- Calling all patients to assess need for care
- Scheduling patients or providing non-VA care, as appropriate

Veterans serving Veterans



The background of the slide is a blue-tinted photograph of a mountain range. The mountains are layered, with the closest ones in the foreground and more distant, hazy ones in the background. The sky is a clear, light blue.

We Deliver.....
Personalized
Proactive
Patient-Driven Care